

CountyCare Update

Prepared for: CCH Board of Directors

James Kiamos

CEO, CountyCare

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Current Membership

Monthly membership as of May 5, 2019

Category	Total Members	ACHN Members	% ACHN
FHP	210,886	19,174	9.1%
ACA	70,775	13,458	19.0%
ICP	29,513	6,119	20.7%
MLTSS	5,657	0	N/A
Total	316,831	38,751	12.2%

ACA: Affordable Care Act

FHP: Family Health Plan

ICP: Integrated Care Program

MLTSS: Managed Long-Term Service and Support (Dual Eligible)



Managed Medicaid Market

Illinois Department of Healthcare and Family Services March 2019 Data

Managed Care Organization	Cook County Enrollment	Cook County Market Share
*CountyCare	315,970	31.6%
Blue Cross Blue Shield	233,707	23.4%
Meridian (a WellCare Co.)	231,981	23.2%
IlliniCare (a Centene Co.)	107,702	10.8%
Molina	66,002	6.6%
*Next Level	43,871	4.4%
Total	999,233	100.0%

* Only Operating in Cook County

Meridian and WellCare (dba Harmony) merged as of 1/1/2019. Pending Merger with Centene (dba IlliniCare)



2019 Operations Metrics: Call Center & Encounter Rate

		Performance		
Key Metrics	State Goal	Jan	Feb	Mar
Member & Provider Services Call Center Metrics				
Abandonment Rate	< 5%	1.05%	0.81%	1.62%
Hold Time (minutes)	1:00	0:15	0:12	0:32
% Calls Answered < 30 seconds	> 80%	90.50%	91.68%	83.90%
Quarterly				
Claims/Encounters Acceptance Rate	95%	97.08%		

2019 Operations Metrics: Claims Payment

		Performance		
Key Metrics	State Goal	Jan	Feb	Mar
Claims Payment Turnaround Time & Volumes				
% of Clean Claims Adjudicated < 30 days	90%	96.7%	96.3%	98.2%
% of Claims Paid < 30 days	90%	44.7%	62.6%	48.3%
Total Claims Adjudicated	N/A	397,167	440,147	365,333

2019 Operations Metrics:

Overall Care Management Performance

		Performance		
Key Metrics	Market %	Jan	Feb	Mar
Completed HRS/HRA (all populations)				
Overall Performance	40%	57.4%	58.1%	61.1%
Completed Care Plans on High Risk Members				
Overall Performance	65%	60.6%	63.9%	60.6%

CountyCare's high risk percentage exceeds the State's requirement of 2% for Family Health Plan and 5% for Integrated Care Program

